COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

This pamphlet interfaces with AFPD 37-1, *Air Force Information Management*, AFMAN 37-126, *Preparing Official Communications*, and AFH 37-137, *Tongue and Quill* and states the procedures and policies for preparing written communications. It standardizes the 437th AW communications staffing and coordination process. It does not apply to tenants and to the 315th Airlift Wing.

SUMMARY OF REVISIONS

This document is totally revised and must be completely reviewed.

1. Responsibilities, Coordination, Routing and Suspenses:

1.1. Writers' Responsibilities. Use this manual, AFH 37-137, AFH 37-148, *Air Force Effective Writing Course* and AFMAN 37-126 when preparing correspondence.

1.2. AW Command Section correspondence.

1.2.1. All correspondence intended for review or action by the AW/CC or AW/CV must be routed through AW/CCEA to track package location and status. Do not hand any correspondence directly to the secretaries, the executive officers, the vice commander, or the commander.

1.2.2. Correspondence going to the Command Section should be coordinated at the group level.

1.2.3. Folders. All correspondence delivered to the command section should be placed in a two-pocket color folder. The following color folder system ensures prompt handling and rapid identification/location of folders while in coordination.

1.2.3.1. Folder Colors.

Hot	Red
Responses to CC Questions/Taskings	Gray
General Correspondence (LOAs, etc.)	AMC Form 19
Commander's – Hotline/Airlift Spirit	Yellow
DV Visits/Itineraries	White
OPR	Light Blue
EPR	Tan
Awards and Decorations	Dark Blue
PRF	Black

1.2.3.2. The title (subject) of each folder should be typed on a single piece of index card sized paper and stapled to the front cover. Exceptions to this are decorations which will have an MSMPE Form FL-14 stapled to the front and OPR/EPRs which will have the approved group tracking sheet on the front.

1.2.3.3. Each folder should contain only one staffing package, e.g., one OPR/EPR per folder.

1.2.3.4. Unnecessary peripheral material (previous drafts, intra-group notes, etc.) should be removed. Packages containing letters for the wing commander's signature (including suggested AW/CC comments for EPRs/OPRs) should include a copy of the associated file on disk.

1.2.3.5. The latest correction copy of all correspondence returned by the Command Section for corrections should be folded lengthwise and put in the left pocket; the new original should be placed in the right pocket.

1.2.3.6. Label the squadron or group ownership of the folder on the front cover, in the lower right-hand corner (e.g., "Please return to OG"). This will facilitate quick return of the folder to the rightful owner and reduce the number of folders that need to be purchased.

1.2.3.7. AMC Form 19, **Air Mobility Command Folder** (blue), can be ordered from the Publication Distribution Office (PDO) through your customer account representative (CAR).

1.2.3.8. OPR/EPR Folders. OPRs and EPRs containing a wing commander endorsement should be submitted with two signed copies and a separate plain bond sheet containing suggested wording for the endorsement. This sheet should contain the appropriate number of lines of text for the OPR/EPR and use double-spaced 12 point Times New Roman font with 3/4 inch left and right margins. Include a Microsoft Word file copy of the endorsement on a disk in the folder. The disk must have AFVA 205-15, *Personal Data Privacy Act of 1974* label attached. Only one signed copy of the OPR is required for OPRs needing a wing commander signature as reviewer (no disk required).

1.3. Standard Software.

1.3.1. Word Processors. The 437 AW has established Microsoft Word 6.0 as the standard for word processing on base. Ensure any electronic files sent via disk or E-Mail to the Command Section are compatible with this standard (e.g., MS Word 2.0 is compatible with MS Word 6.0).

1.3.2. Forms Packages. The 437 AW has established Delrina Form Flow 1.1 as the standard forms package on base. Ensure any files sent via disk or E-Mail that to the Command Section are compatible with this standard (e.g., Perform Pro files are compatible with Form Flow).

1.3.3. To fill out forms and print blank forms, every squadron should purchase the filler version of Form Flow 1.1 and then order the electronic forms from 437 MSS/IMPF. The only section authorized to design base forms is MSS/IMPF.

1.4. Charleston AFB Office Symbols. Only the office symbols found in CAFB VA 37-4**,** *Staff Directory* are to be used for interorganizational correspondence.

1.5. Suspenses. The wing executive officer formally tasks the group commanders to ensure the wing meets external and internal suspenses. Requests for extensions should be made directly to the wing executive officer from the group level only.

2. Staff Summary Sheets:

2.1. General Instructions. The AF Form 1768, **Staff Summary Sheet** (SSS) should be used whenever a package is intended for review by the AW/CC.

2.1.1. Refer to AF Handbook 37-137.

2.1.2. Minor pen-and-ink changes are usually acceptable for the SSS and supporting documents, but not for letters for general officer signature.

2.2. Coordination.

2.2.1. The SSS should be signed by the squadron or group commander.

2.2.2. Ensure appropriate coordination through chain of command and other agencies as appropriate prior to submittal to the Command Section. Appropriate group commanders or the staff director should coordinate on the SSS prior to arrival at the Command Section unless otherwise specified.

2.2.3. Use only the letter office symbol for organizations within the 437 AW (i.e., use AW/JA rather than 437 AW/JA, SPTG/CD rather than 437 SPTG/CD and SPS/SPA rather than 437 SPS/SPA).

2.2.4. Use only approved office symbols from CAFBVA 37-4 on the SSS.

2.2.5. If the staff summary sheet is staffed to AW/CC, then route in the following order in the "TO" block: AW/CCE, AW/CVE then AW/CV. If the SSS is routed to the AW/CV, then route in the following order: AW/CCE then AW/CVE. If SSS originates from a wing agency (JA, HC, XP, etc.), route through the Staff Director for coordination. If subject of SSS involves enlisted matters, e.g., NCO Club, replies to Commander's Hotline, letters of recommendation, etc., include CCC in coordination.

2.2.6. If the action has a Command Section action item number, include it in parentheses after the subject (e.g., Award Policy Letter, AI-104).

3. Talking Papers (Point Papers):

3.1. Refer to AF Handbook 37-137.

3.2. Use 12 point/pitch fonts for text unless otherwise instructed.

3.3. Attachments. If you need to attach documents to the point paper, refer to them in the lower left corner of the last page, two lines below the last line of text and above the writers identification line. The format looks like this:

> Attachments
> 1. Xxxxx Xxx Xxxxxxxxxxxx
> 2. Xxx Xxxxxx Xxxxxxx Xxxxx

4. The Official Memorandum.

4.1. Letterhead.

4.1.1. Preprinted Letterhead. Official letters sent outside Charleston AFB or retained in a legal brief or a personnel file must be produced on preprinted AW letterhead. Letterhead is available through your Customer Account Representative (CAR) at the Publications Distribution Office (MSS/IMP). Templates for preprinted letterhead for use with MS Word are available at the Administrative Communications Office (MSS/IMA).

4.1.2. Computer Generated Letterhead. All official memorandums kept within Charleston AFB and not requiring Preprinted Letterhead should use computer-generated letterhead. Computer-generated letterhead must satisfy all the specifications for letterhead (found in AFMAM 37-126). Templates for Computer generated letterhead for use with MS Word are available at Base Information Management (MSS/IMA).

4.2. Format for Official Memorandums.

4.2.1. Refer to AF Handbook 37-137.

4.2.2. The standard print for Official Memorandums is Times New Roman 12 pitch/point. Similar Fonts are acceptable.

4.2.3. Use only approved office symbols from CAFBVA 37-4 in the memorandum.

4.2.4. Always show point of contact, office symbol, and telephone number of action officer in the last paragraph of the letter. (e-mail address and fax number optional.)

4.2.5. Letters from the wing commander to higher ranking general officers should close with "Very respectfully" ("r" not capitalized and no comma). All other letters close with "Sincerely" (no comma). Use four line spacing between the closing statement and the wing commander's signature block. Use a 5-line signature block for the wing commander (1. full name; 2. rank spelled out, "USAF"; 3. "Commander").

4.2.6. AIG Explanation. When using a message address indicating groups (AIGs) in your letter, include a brief description of the AIGs' addresses (e.g., AIG 7208 includes all AMC wing commanders).

4.2.7. Dating Memorandums. Do not date the memorandum if you are writing letter for AW/CC or AW/CV signature. The Command Section will date that letter when it is signed.

4.2.8. Street addresses and zip codes for all squadrons, groups, and the Command Section are listed in the CAFB phone book.

5. Acronyms and Commonly Used Words:

5.1. Acronyms. Commonly used and understood acronyms abbreviations don't need to be spelled out.

5.1.1. Refer to AFH 37-137.

5.1.2. The acronyms and terms listed below are, in many cases, peculiar to the Air Force, HQ AMC, and this wing. This list is not complete, but does list the common ones used by action officers.

AGE	Aerospace Ground Equipment	MDG	Medical Group
AI	Action Item	MPF	Military Personnel Flight
AO	Action Officer	OG	Operations Group
CAC	Community Activities Center	SPTG	Support Group
CAT	Crisis Action Team	SSS	Staff Summary Sheet
UCC	Unit Control Center	UMD	Unit Mission Description or Unit Manning Document
UTC	Unit Type Code	LG	Logistics Group
LOA	Letter of Appreciation		

5.2. Commonly Used Words.

5.2.1. Consult a current dictionary for proper spelling, word division and hyphenation.

5.2.2. Standardized spelling of commonly used words/phrases:

crewmember	i.e., (that is)	recurrence	self help
aircrew member	database	AMC staff	self-inspection
bed down (as verb)	e.g., (for example)	AMC-Wide	time frame
beddown (as noun)	e-mail	AMC SUP 1	work center
collocate	en route	man-day(s)	workload
command section	ensure (not insure)	man-hour(s)	worldwide
congress	fund-raising	pick up (verb)	Navy (reference to US Navy)
congressional	hand-carry	Healthcare	
in-depth	Army (reference to US Army)	pickup (noun or adjective)	
flight line	noncommissioned	Workday	

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ATTACHMENT 1

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

References

AFPD 37-1, *Air Force Information Management*

AFMAN 37-126, *Preparing Official Communications*

AFH 37-137, *Tongue and Quill*

AFH 37-148, *Air Force Effective Writing Course*

Abbreviations and Acronyms

AIG—Address Indicating Group

CAR—Customer Account Representative

SSS—Staff Summary Sheet